



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

June 15, 2009

John Calderone
Chief Executive Officer
Olympia Medical Center
5900 West Olympic Boulevard
Los Angeles, CA 90036

Dear Mr. Calderone:

RE: FINAL MONITORING VISIT REPORT for Olympia Medical Center (OMC) – ET07-0320

Date of the Visit:	05/12/09
Beginning/Ending Time:	11:00 a.m. – 12:30 p.m.
Date of Last Visit:	05/20/08
Visit Location:	Los Angeles
Persons in attendance:	Violeta Eslao, Director of Education, OMC Jennifer Klein, Project Administrator, National Training Systems Mark Reeves, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	04/30/07 – 04/29/09	Agreement Amount:	\$299,484
Training Start Date:	05/07/07	No. to Retain:	282
Date Training must be Completed:	01/29/09	Range of Hours:	24 – 120
Type of Trainee:	Retrainee	Weighted Ave. Hours:	59

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

www.etp.ca.gov
ETP (04/15/05)

FINAL REPORT SUMMARY:

• HISTORY OF AGREEMENT

Training began on May 7, 2007 and project staff confirmed that all training for this Agreement was completed by January 29, 2009, to allow for the 90-day retention period to be completed within the contract term end date of April 29, 2009.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Enrolled:	315	Completed Training:	111
Trainees Started Training:	191	In Retention Period:	111
Dropped Following Enrollment:	204	Completed Retention:	111
Completed Minimum Required Hours:	111		

Breakdown and discussion of expected earnings:

Project staff provided Mr. Reeves with projected statistics for the closeout of this Agreement. Your records indicate that OMC expects to retain a total of 111 trainees. The ETP Class/Lab Tracking system reflects that 111 trainees completed the minimum required 24 hours of training, for a cumulative total of 6,885 hours (6,741 Advanced Technology hours and 145 Standard Class/Lab hours). Based on your current statistics, OMC's total potential reimbursement currently stands at approximately \$177,800, for a completion rate of 60% of the Agreement total.

• Interview with Contract Representative

Based on OMC's lower than expected completion rate, Mr. Reeves inquired regarding the barriers that precluded the hospital from performing better on this Agreement. Project staff reported that OMC feel short of its training goals partially due to organizational changes, specifically changes in personnel at the training coordination level. Ms. Eslao explained that the administrative responsibilities for this Agreement changed hands a couple of times prior to her arrival in late 2008. Project staff also reported that OMC's training projections may have come in a bit high during the development stage of this Agreement. Project staff reported that OMC has already begun taking steps to improve the execution of future training initiatives.

Project staff reported that OMC did not experience any significant record keeping problems during the administration of this Agreement and they did not suggest any necessary changes to improve the process.

ATTENDANCE ROSTERS:

Mr. Reeves reviewed daily and multiple-date attendance rosters for 15 trainees who completed training. The rosters covered the period from June 17, 2007 through January 29, 2009. The training documented during this review included Advanced Technology and Business Skills topics from the approved curriculum. The review confirmed that trainees completed 24 to 117 hours of training. The Analyst found that ETP requirements were met and properly documented. The review also confirmed that the 1:10 trainer to trainee ratio was maintained for Advanced Technology Training.

These findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. It is your responsibility to ensure that 100 percent of all training records are in compliance with Panel requirements prior to the closeout of this Agreement (Reference: Title 22, California Code of Regulations, Section 4442).

AUDIT:

Olympia Medical Center will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Mr. Reeves at (818) 755-3635 or by e-mail at sreeves@etp.ca.gov within ten (10) working days from the receipt of this report.

Sincerely,

Signature on file
Wally Aguilar, Manager
North Hollywood Regional Office

Signature on file
S. Mark Reeves, Contract Analyst
North Hollywood Regional Office

cc: Violeta Eslao, OMC (via e-mail)
Jennifer Klein, NTS (via e-mail)
David Guzman, Chief, Program Operations Division (via e-mail)
Kulbir Mayall, Manager, Fiscal and Certification (via e-mail)
Master File
Project File

Date report mailed to Contractor 6/18/09